



**STATE OF MARYLAND
ADMINISTRATIVE OFFICE OF THE COURTS
PROCUREMENT, CONTRACT AND GRANT ADMINISTRATION
187 HARRY S. TRUMAN PARKWAY
ANNAPOLIS, MD 21401**

**REQUEST FOR INFORMATION (RFI)
FOR
VIRTUAL CONFERENCE EVENT PLATFORMS**

RFI #K21-0050-25D

ISSUED: January 15, 2021

**Procurement, Contract and Grant Administration
<http://www.mdcourts.gov>**

Table of Contents

A. Key RFI Information3

1. Purpose3

2. Issuing Office and Procurement Officer3

3. Key Dates3

B. Background Information.....4

1. Description of Issuing Agency4

2. Summary of Current System4

3. Summary of Current Environment.....4

4. Vision for the Future State4

C. Requested Information5

1. Company Information5

2. Solution Information5

3. Services Information6

4. Solicitation Recommendations6

D. RFI Process and Format.....6

1. Process6

2. Contact6

3. Due Dates7

4. Response Format7

A. Key RFI Information

1. Purpose

The purpose of this RFI, which is not a solicitation to procure, is to learn more about the technology solutions of currently marketed products and services for virtual conference/event platforms. This RFI contains preliminary information to serve as a platform to initiate discussion with the vendor community. The requirements in this RFI are in no way final and are in no way a representation of that which may be contained in a subsequent Request for Proposal (RFP), Invitation for Bid (IFB), Purchase Order RFP (PORFP), Task Order RFP (TORFP) or other procurement vehicle. The issuance of this RFI does not constitute a commitment to issue a request for bids, award a contract, or pay any costs incurred in preparation of a response to this request. **Furthermore, the Issuer requires that all responding vendors abstain from providing any quotes or bids in response to this RFI.**

Any information received in response to this RFI will assist the Issuing Office in collecting information that may be used at a future date for a procurement. A submission in response to this RFI does not guarantee that the respondent will be included in any subsequent procurement. Likewise, a non-submission in response to this RFI does not preclude a recipient or vendor from inclusion in any future procurement.

2. Issuing Office and Procurement Officer

This RFI is being issued by the office listed below. The indicated Procurement Officer is the sole point of contact for this RFI. Please refer all inquiries and submit your response to the Procurement Officer.

- | | |
|------------------------|---|
| 1. Agency | Maryland Judiciary, Administrative Office of the Courts |
| 2. Department | Procurement, Contract, and Grant Administration |
| 3. Address | 187 Harry S. Truman Parkway, Annapolis, MD 21401 |
| 4. Procurement Officer | Kevin Jones |
| 5. Email | kevin.jones@mdcourts.gov |

3. Key Dates

- | | |
|----------------------|-----------------------------|
| 1. Issued On: | January 15, 2021 |
| 2. Questions Due By: | February 9, 2021 |
| 3. Response Due By: | February 19, 2021 @ 2:00pm. |

B. Background Information

1. Description of Issuing Agency

The Administrative Office of the Courts (AOC) is the central support agency for the state judicial branch and provides a broad range of support services to Maryland's courts in operations, information technology, management, legal government relations, financial, administration, and programs.

2. Summary of Current System

The Maryland Judiciary currently uses various pieces of software to facilitate large virtual gatherings, including GoToWebinar, Zoom for Government and Skype for Business.

3. Summary of Current Environment

The Maryland Judiciary hosts numerous conferences and events every year, which normally attract large numbers of attendees. As a result of the COVID-19 pandemic, the Maryland Judiciary seeks to avoid large gatherings of in-person attendees. The Maryland Judiciary is interested in leveraging platforms that facilitate the transition from in-person events to virtual conferences in an intuitive manner.

4. Vision for the Future State

To allow for multiple simultaneous panelist/attendee sessions along with easier distribution of materials and the ability to manage the attendee experience outside of sessions.

C. Requested Information

1. Company Information

- a. Summary of company location, website, and size.
- b. Contact information for the company: Name, title, email, and phone.
- c. Brief history of the company.
- d. Summary of company's current offerings (products and services).
- e. Summary of company's current customer base.
- f. Copy of standard brochure / literature about the company, if available.

2. Solution Information

- a. What relevant qualifications and experience does the respondent have in the development and distribution of the platform?
- b. Is there overall registration integration or do attendees to register themselves for individual sessions?
- c. What is the number of attendees that can attend each session using the platform (if multiple courses are offered per breakout)?
- d. If there are technical issues – is there an alternate way to view the conference session?
- e. Are conference recordings possible? - if yes, how long will the recordings/ VOD be available for attendees – post conference – set a date/timeline?
- f. Is this a platform everyone logs into to access sessions or are emails sent to users with a meeting link for each session/day?
- g. Is there a communication system built into the platform? (emails/pop ups)
- h. Are closed captioning and sub-titles an option?
- i. Does the platform require access to Judiciary computer systems?
- j. Does the platform run on vendor-owned servers (SaaS)?
- k. Does the platform offer live/real-time technical support during the event for meeting planners and attendees?
- l. Does the platform allow for simultaneous events (Not just simultaneous plenary sessions within a single event)?
- m. Does the platform allow for breakout sessions (small groups) within individual plenary sessions?
- n. Who creates and customizes individual events? Can customers request either support during event creation or complete vendor event creation?
- o. Does the platform allow for virtual vendor tables?
- p. Summary of the model or structure for pricing (**NOT THE PRICING ITSELF**, but whether pricing is per event or an unlimited number of events for the duration of a subscription period or other relevant pricing model).

- q. Provide location of any resources for reading, training, or demonstrations, if available, on the Web.

3. Services Information

- a. Describe integration of video conferencing software (ex. Zoom, WebEx, Skype, etc.) within the platform (customer provided licensing or a platform-integrated solution).
- b. Describe training approach, resources, and services.
- c. Describe model and resources for product support.
- d. Describe the process for vendor support with events from event creation to event execution.
- e. Describe the process for tracking attendance and engagement.
- f. Describe the platform's mobile compatibility.
- g. Describe the platform's capability to supplement on-site/in-person conferences.

4. Solicitation Recommendations

Issuer requests respondents to recommend any metrics, documentation, and information that Issuer should furnish bidders in any future solicitation. Respondents should indicate the significance or criticality of that information to the success of either the procurement itself or the subsequent implementation and operation of the solution.

Also, please provide any additional clarifications or recommendations that might be valuable to the Issuer in developing and issuing a future procurement. All input is valued.

D. RFI Process and Format

1. Process

Issuer seeks a written response to this RFI. If the Issuer decides to request presentations or demonstrations ("demos") of respondent solutions, the Issuer will extend opportunity for all RFI respondents to make a presentation or demonstration. Presentations or demonstrations may be either on-site at the Issuer's offices or online via phone and Internet. Any presentation or demonstration is informational only for the purpose of determining feasible solutions and recommendations that could be included in the future procurement. An invitation to present does not indicate that the Issuer is engaged in a pre-selection process for an implementation vendor.

Respondents are not to include pricing information.

2. Contact

Questions and responses shall be submitted in written form to the Procurement Officer:

- Name: Kevin Jones
- Email: kevin.jones@mdcourts.gov

From the issue date until the response due date for this RFI, respondents shall communicate only with the Procurement Officer.

3. Due Dates

- The final deadline for written questions is indicated in Section A of this RFI. No questions will be accepted after that date.
- The due date for the response is indicated in Section A of this RFI. Responses are to be sent to the Procurement Officer's e-mail address as shown in Section A. Responses submitted after the due date may not be reviewed and may preclude invitation for a presentation. The responses to the RFI are to be submitted via e-mail in Microsoft Word or searchable Adobe PDF file format. The subject line in the e-mail submission shall state Virtual Conference Event Platforms – Respondent Name".

4. Response Format

The files that should compose your RFI response are:

- **Transmittal Letter.** This file is an MS Word document or Adobe PDF file that is named "RFI # K21-0050-25D Virtual Conference Event Platforms". The transmittal letter should be in the form of a standard business letter and should be signed by an authorized individual within the respondent's organization. The transmittal letter should note the following:
 - A statement that proprietary information is included, if applicable,
 - A statement that the RFI response document is included.
- **RFI Response Document.** This file is an MS Word document or searchable Adobe PDF file that is named "RFI # K21-0050-25D Virtual Conference Event Platforms".
 - The title page of the response document should specify the RFI name, the RFI number, the company name, and the contact name and title.
 - The response document should provide answers to the questions and requested information in Section C. The response document should not exceed twenty (20) pages, excluding any associated materials, for example PDF versions of standard marketing materials.
 - The response document may include any additional comments, observations, or suggestions that may assist Issuer in drafting any future RFP, IFB, TORFP or other procurement vehicle.
- **Notice of Proprietary Information.** This file, if deemed necessary, is an MS Word document or searchable Adobe PDF file that should contain any confidential information. The file should be named "RFI # K21-0050-25D – Respondent Name - Confidential". All data within this document should be titled and referenced to the question to which the proprietary information is related.